



FRANKLIN COUNTY CHILD SUPPORT  
ENFORCEMENT AGENCY  
80 E. Fulton Street  
Columbus, Ohio 43215

## J O B   A N N O U N C E M E N T

**WORKING TITLE:** Client Information Specialist (Bargaining Unit) **PCN:** 082224

**DEPARTMENT:** Enforcement **P.R.:** T3

**SUPERVISOR:** Vacant, Client Information Supervisor

**PRIMARY RESPONSIBILITIES:** Answers and assesses incoming telephone calls. Provides assistance and information about issues and case statuses. Verifies client information to ensure the caller is authorized to receive case information. Enters accurate notes into the computer system. Greets and determines client needs. Updates confidential information within established guidelines. Performs routine research to determine proper solutions. Provides assistance to clients with inquiries regarding procedures and processes. Takes and resolve problems and complaints.

**MINIMUM QUALIFICATIONS:** High school diploma or GED with one year of clerical or office administration experience; or any equivalent combination of training experience.

**STARTING SALARY:** \$12.04/hour, plus a comprehensive benefits package  
120 Day Probationary Period

**DATE POSTED:** Wednesday, March 18, 2015

**DEADLINE FOR APPLY:** Tuesday, March 31, 2015

If interested, please go to [www.franklincountyohio.gov/commissioners/hr](http://www.franklincountyohio.gov/commissioners/hr) and apply on-line

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